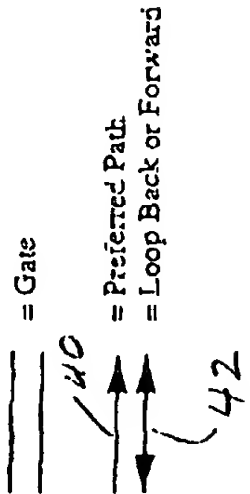
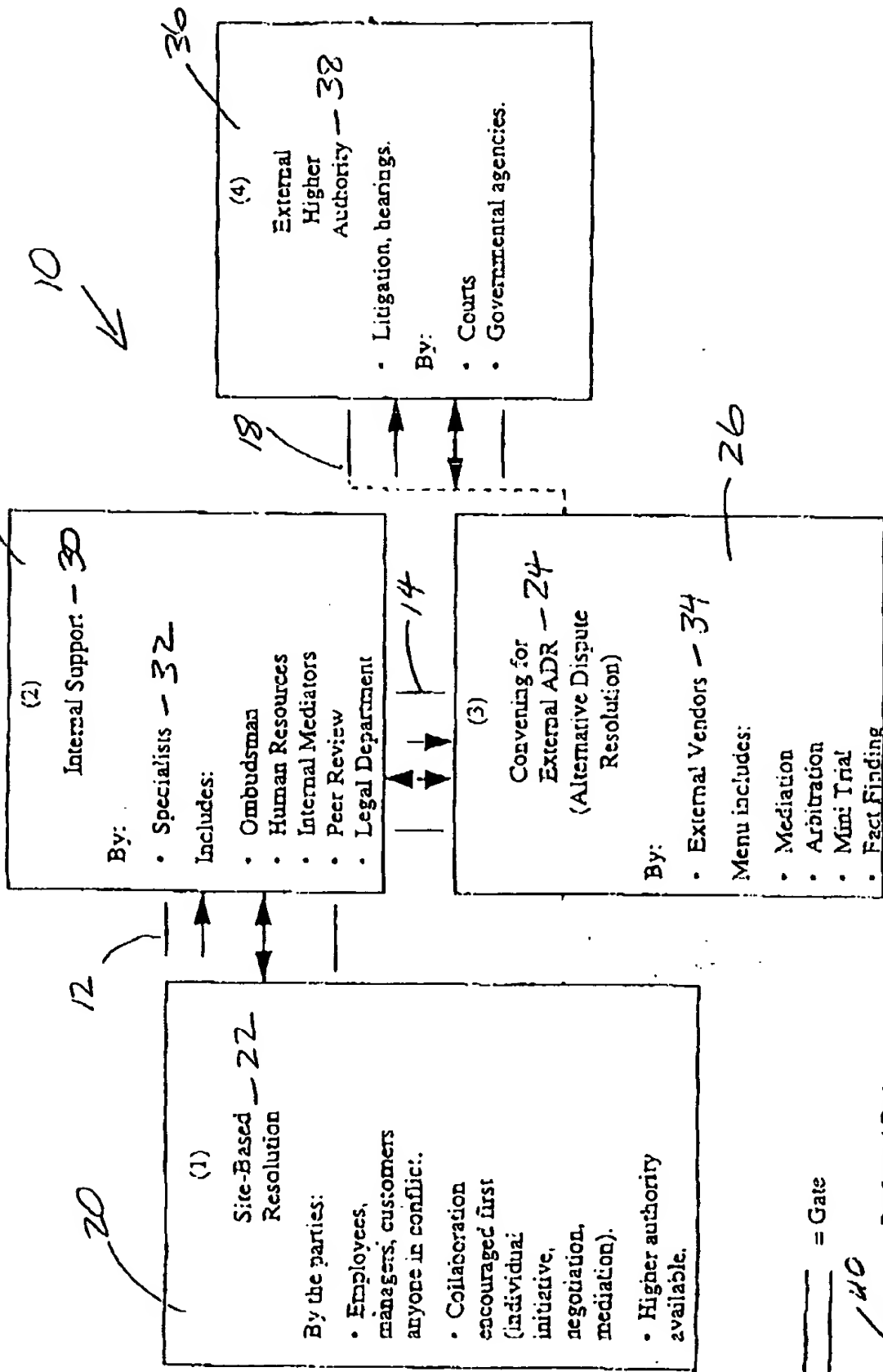


Figure 1

Comprehensive System Template



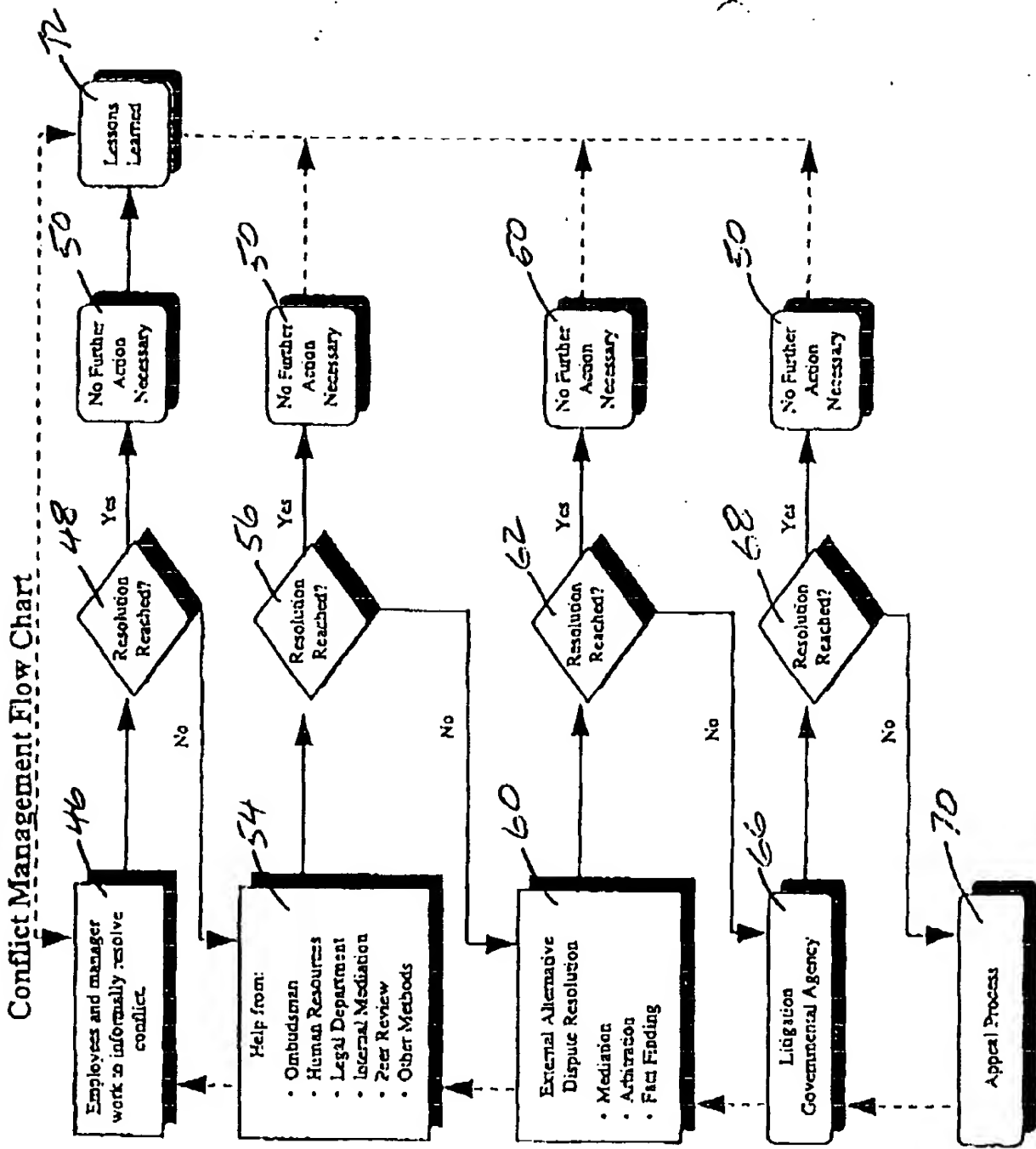
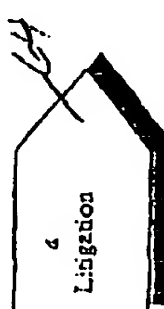
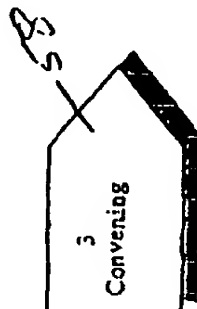
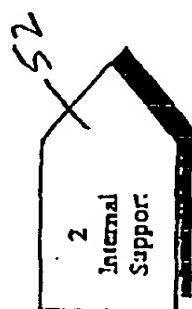
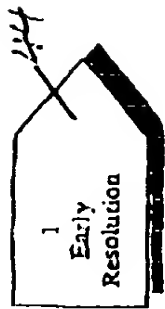


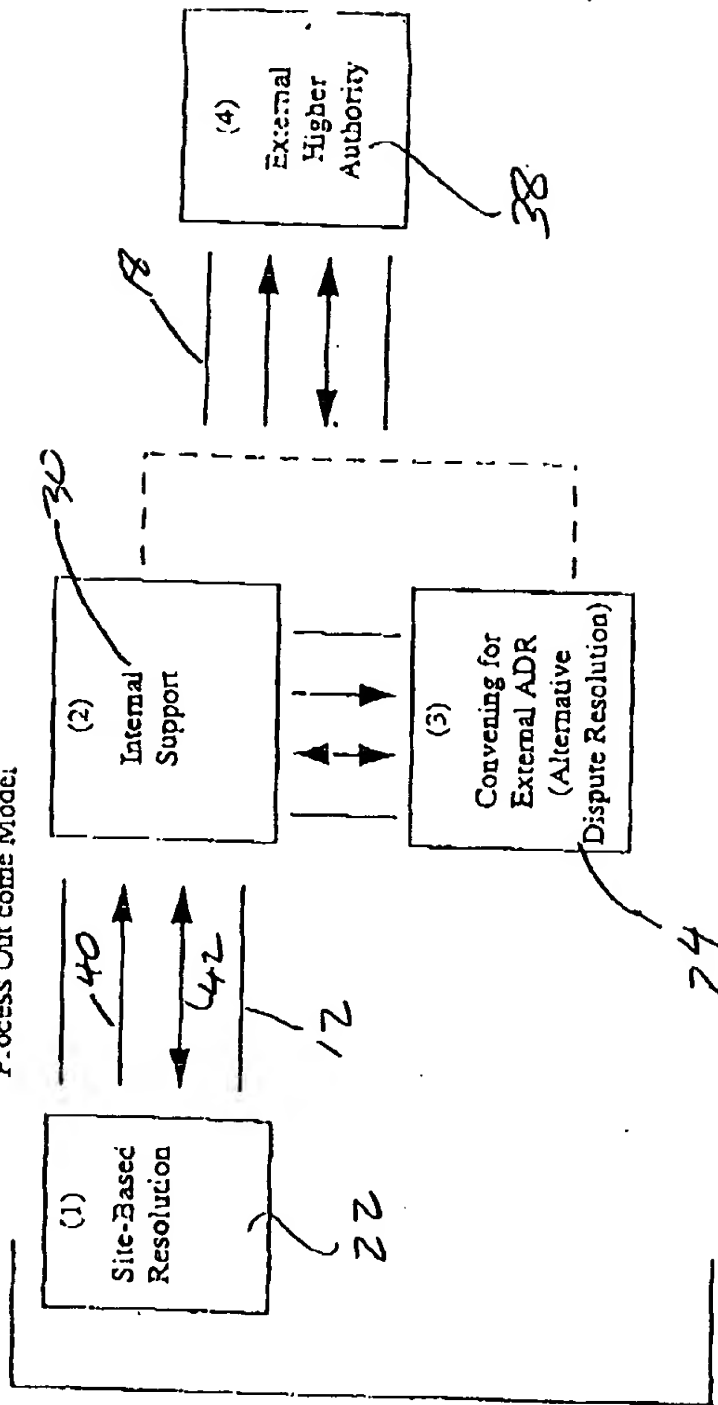
Figure 2

Applies to predictable conflicts involving employees and managers, customers, partners, shareholders, outside parties.

Figure 3..

Conflict Management System:

Process Outcome Model



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Process variables:

1. Policy
2. Roles and Responsibilities
3. Documentation
4. Selection
5. Education and Training
6. Support
7. Evaluation

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Outcome variables:
(for each box):

1. Utilization
2. Resolution
3. Expenses
4. Satisfaction